

DISPATCHER OF THE MONTH

Congratulations goes to MCH048 for being recognized as DOTM. He has been dispatching for IPN since 2010 and we appreciate him.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

EXPANSION CATEGORIES

Many of you are set up to send alerts over the expansion categories. Those who are not are encouraged to give it a try. While not the most glamorous part of the system, it does allow you to be active on calls that do not pan out for use on the mainstream categories. Email support today for details on this program.

When sending alerts to expansion categories please remember to be specific in regards to the location and severity of the incident. Our biggest complaint on these calls is that subscribers cannot locate the issue. Dispatching a "water leak in the shopping mall" is too vague. Imagine trying to pinpoint the issue. Similarly, a "minor kitchen fire in a large apartment building" cannot be found without the apartment number. At the very least, please include the floor.

The Quality Control team wants to give you points for everything you send and giving specific details in your alerts increases your point total.

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TIPS FOR PAGING BOMB THREATS

Bomb Threats are a unique incident type because they do not follow the same logic as most of the other calls that we transmit. Unlike the fires and shootings, which must be verified by officials, a bomb threat simply needs to be dispatched and have a unit on scene investigating. This is because very few of these threats actually pan out and by the time it has been investigated its old news.

Sadly, there is an increase in Bomb Threats in our modern society because it is a simple way to disrupt the lives of others. While these calls are a nuisance to public safety, they must still be investigated. Many of our members have this category enabled so we encourage all dispatchers to send them. Here are some things to include in your initial dispatch. There is no need to update when the call goes under control or is deemed false.

- Occupancy Type: School, Business, City Hall, Courthouse, Concert Hall, Aircraft
- How received: Note, Phone Call, Social Media Post
- Detonation time, if indicated
- Action Taken: Evacuation, Lock Down, Protect in Place, Canceled Event, No Action Taken
- Special requests: Bomb Squad, Explosives Dog, Hazmat



07-22-2018 13:21 |
Milpitas| Major Brush|
SCU-L: 151.445| 1000
Country Club Dr|SPV
Chief-900 o/s, 25

acres with light fuels,
and moderate ROS,
Cal-Fire enrt full
wildland response|
SFO050

07-22-2018 15:25 |
U/D:300 Acres, 40%
Contained M/A:Santa
Clara County M/A:San
Jose| SFO050

Photo by Rich Ruiz

AN UPDATE ON UPDATES

IPN Quality Control team has noticed an up-tick with updates that aren't meeting the IPN guidelines for "significant updates" of incidents. Some of these updates are due to dispatchers sending out calls a bit premature and trying to be the first with a dispatch. Our slogan is Real News. Real Time.™ So, not only should alerts be sent as an incident is happening but with information that is factual, not assumed.

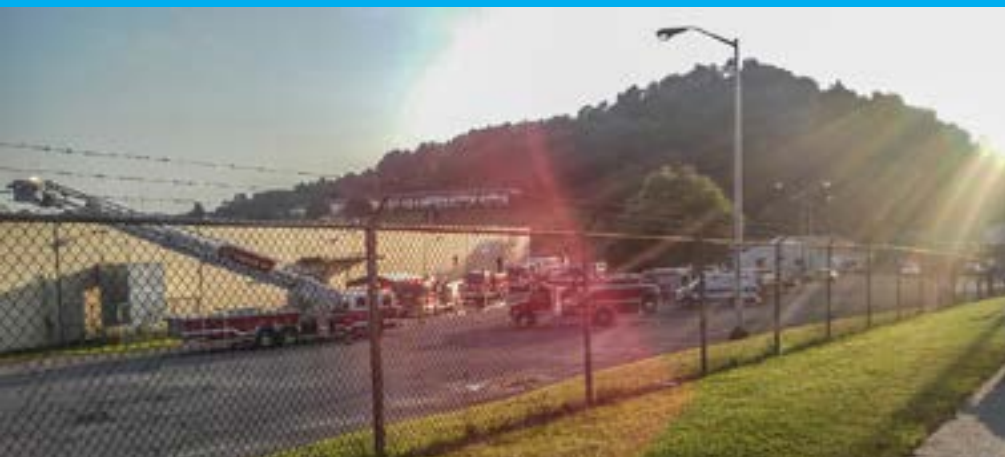
Specifically, we have seen updates in the Major Accident category with additional pages of "patient transported to the hospital" or "command requests additional ambulance." These pages are unnecessary. Think about it this way: on fire calls we don't send out pages of the fire being put out or an extra engine being requested. With Major Accidents, it's a given that the person trapped will be going to the hospital and this is not a significant update to the event. So please keep that in mind when sending updates that we don't need a follow up page for Rescue xx taking patient to Hospital.

Acceptable updates would be notification of a fatality, a helicopter is requested, a second helicopter is requested, or updating a landing zone location. Another example of a page not

necessary is alerting that the pinned victim has been freed. Again, that is a given that they will be removed from the vehicle. However, if an extrication is prolonged and takes 30 minutes or more, that can have a significant impact to the patient and is worthy of a page. Please make sure you add that info in the page, "45 minute extrication complete" for example. It is also possible FD will have a second victim pinned so that is yet another good example to send as an update if it was not covered in the original page.

Shooting/Stabbing is another category where we see updated pages sent with "patient being transported to the hospital." If a person has been shot or stabbed, it's a pretty good bet that EMS will be transporting that patient to a local hospital. So please don't send transport pages as updates. Good updates would include fatalities not included in the original page, medical helo transport requested, additional victims not mentioned in the first page, as well as suspect info.

With your help in sending quality calls in a timely manner, IPN will remain the premiere industry leader.



97-13-2018 19:13| WVA |
Buckhannon, WV (Upshur
County) | 1 Alarm Fire |
154.9725 | 2 Moore Ave
| Commercial building
fire command 1 advising
additional ladder truck
needed M/A:Randolph
County | WVA009 |
Photo by Luca P

TECHNOLOGY ASSISTS IN POLICE INCIDENT REPORTING

Many large cities have installed ShotSpotter technology to help local law enforcement. This equipment detects pops and bangs that may be gunfire and routes it through a processing center who then follows up with local authorities.

This technology is a major advancement for police to narrow down an area where there have been gunshots. It is, unfortunately, not a perfect science. There have been significant advances to the original technology but it is not yet 100% accurate. This is important to remember when monitoring your local law enforcement.

It is critical to wait for officials to arrive and verify that shots have actually been fired before

sending a Violent Crime notification. Physical evidence may include shell casings or ballistic damage to a structure or vehicle. Statements from witnesses that a firearm was seen and discharged also supports sending a page. Mrs.

Old Lady saying that she heard firecrackers is not verification.

As always, any time there is a confirmed victim the incident should be paged to Shooting/Stabbing. The victim does not need to be on scene. If officers

find blood and witnesses say someone was hit and taken by private vehicle this supports use of Shooting/Stabbing. Just be sure to indicate non-conventional transport so that our members working EMS in the area won't expect to be dispatched.



**07-03-2018 16:36|
Springfield Township, PA
(Montgomery County)
| 1 Alarm Fire | 2002
Lantern Lane | FD Sta82
O/S Residential tool shed
fire with smoke & fire
showing, 1 I/S/O, M/A FD
Sta700 O/S | PEN057**

Photo by Joseph Craney



MONTHLY STATS

January	February	March	April	May	June
Florida	Florida	Florida	Florida	Florida	Florida
New York	New York	New York	New York	New York	New York
California	California	California	California	California	California
Mass	Mass	Mass	Mass	Pennsylvania	Pennsylvania
Illinois	Pennsylvania	Maryland	Pennsylvania	Maryland	Illinois
Pennsylvania	Maryland	Pennsylvania	Texas	Illinois	Mass
Maryland	Ohio	Texas	Maryland	Mass	Maryland
Texas	Texas	Illinois	Illinois	Texas	Texas
Ohio	Illinois	Ohio	Ohio	Ohio	Ohio
New Jersey	New Jersey	New Jersey	No Carolina	Wisconsin	New Jersey

WOW!! You dispatched 17,457 alerts during the month of June. Five states transmitted over a thousand calls. There were 430 alerts in Canada. Awesome work as always!

At the top of the heap we continue to see amazing numbers from the states of Pennsylvania and Illinois. They grabbed

positions four and five this month while Massachusetts got pushed to the bottom half again. New Jersey resurfaced to the 10th spot after a two-month absence. Arizona narrowly missed the chart with 4 incidents less than NJ.

Keep up the great work! We love our IPN Dispatch Team Members!!



07-16-18 23:24| CON | Wolcott, CT (New Haven County) | Major Accident | Todd Rd & Valley rd | E-4 O/s Car Vs Tree With 1 Pinned & Several Injuries, Victim Extricated, Road Closed |CON203

Photo by Rick Kulmann



07-13-18 10:43| Austin (Travis County)| Hazmat| FTAC 204| 1800 E Slaughter Ln| BC6 IC partial rollover of tractor trailer with pentachlorophenol. HMTF 20 air monitoring.| ASA017

Photo by Scott Stookey



07-03-2018 08:54| Palo Pinto County (Palo Pinto)| Major Brush| FireNet| US 180 3 miles west of Palo Pinto|Local, state and federal agencies o/s large brush fire 500+ acres 10% contained. 5 aircraft assigned| DFW146 | U/D: Fire now at approximately 3000 acres 20% containment. 5 aircraft assigned.| DFW146

Photos by Nathan Molder

WELCOME NEW IPN DISPATCHERS!

The IPN family welcomed 19 new members in July. If you see them around be sure to say hello and help them out. All dispatchers are encouraged to socialize in the chat room and discuss incidents. All we ask is that you keep it PG13 which means no foul language or off color commentary. The chat room is a bully free zone so Monday morning quarterbacking is forbidden. If you have an issue with a member or their work, notify support. All posts and IPNmail are checked regularly for compliance with system policies.

CAL116 - Gabriel
COL039 - Timothy
DFW006 - Karen
DFW035 - Justin
FLA023 - Aaron
FLA293 - Jessica
IND017 - Jeremy

MAR120 - Ken
MCH099 - Alexander
NHA012 - Theodore
NYK082 - Matthew
NYK094 - Chris
NYK367 - Stephen
OHI040 - Dustin

OHI081 - Robert
PEN018 - Matthew
PEN515 - Julian
UTA002 - MiKinley
WDC013 - Albert



07-01-2018 20:24| Duchesne County (Fruitland)|
Major Brush| 155.0550| S.R. 40 4.5 Miles from
Fruitland |Major Brush Fire 2500 Acres still
burning 0 containment| UTA003
07-02-2018 19:33| U/D: Fire has burned 30,000
acres 0 Containment 300 Homes being Evacuated
right now M/A: Wasatch County| UTA003

Photo by Brian Goergen

HOTLINE INFO REMINDER

Provide all necessary information.
Spell street names and towns.

Text: hotline@incidentpage.net
Toll-free Phone: 1-888-339-8259

CONTACT US

Please send us your article suggestions, incident photos, input, and feedback. We want to hear from you and share it with other dispatchers!

Remember, this is YOUR newsletter!

Newsletter Story & Photo Submission:

newsletter@incidentpage.net

General Support:

support@incidentpage.net

Dispatcher Admin Office:

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